knowledge services

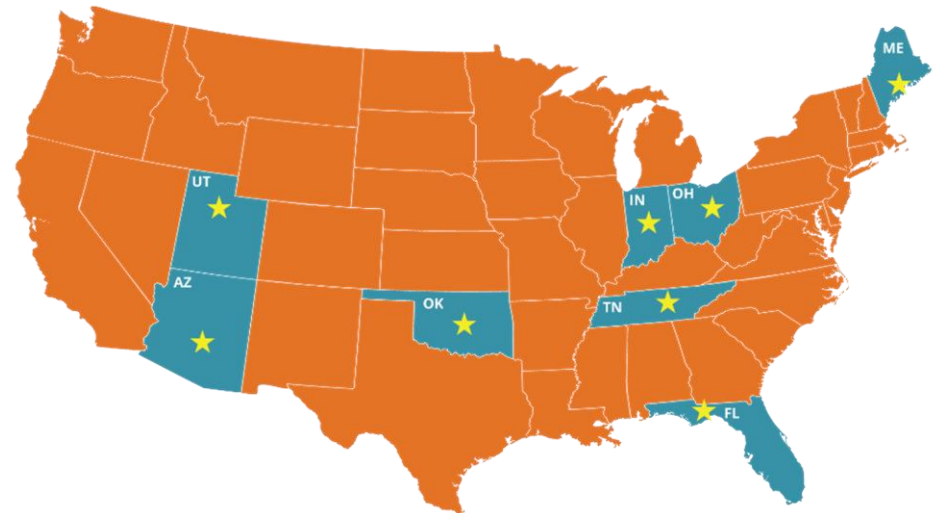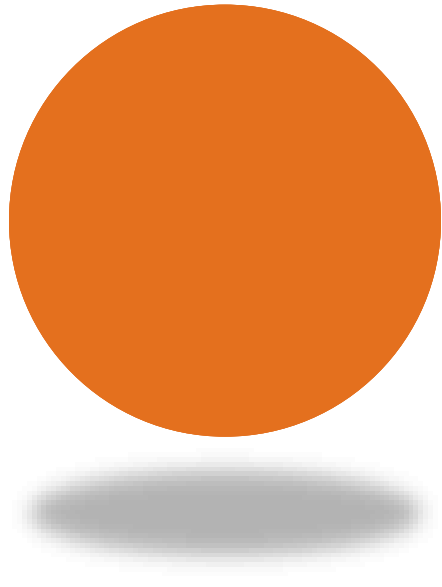## State of Wisconsin
Executive Briefing

October 2016

Agenda

- Knowledge Services Overview

- Today's Mobile Workforce Challenges

- KS Mobile Case Management Solution

- State / Agency Benefits

- Q & A

KS Organizational Review

- **Indianapolis WBE since 1994**
  - ~ 2,000 employees
  - Government focused
  - 8 states and > 40 cities / coops

- **dotStaff™ enabled Government Solutions**
  - Contractor / Services Provider Managed Programs
  - State FTE Programs

- **Workforce Management**
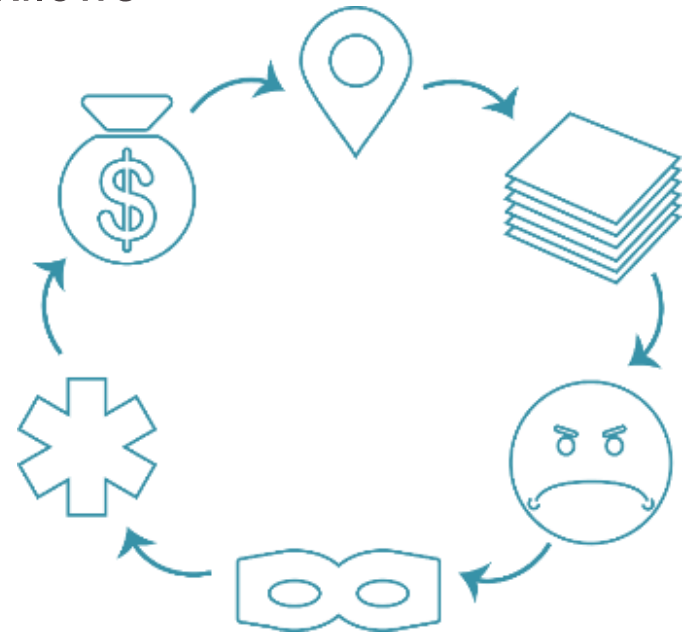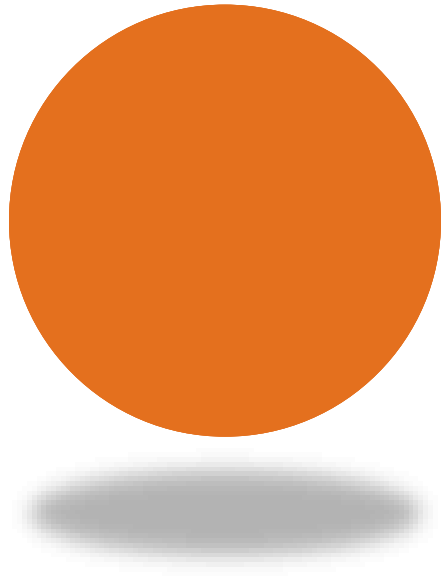 - Mobile Solutions
  - Survey Management Solutions

Mobile Workforce Challenges

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Mobile Workforce Challenges

- Lack of transparency / governance / accountability
  - Inability to validate assignments / service delivery
- Inefficient scheduling / route / expense management
- PAPER – burdensome processes / workflows
  - Duplicate data collection / entry
- Remote information access
- Employee morale / high turnover
- Data security
- Safety concerns
- Disparate systems

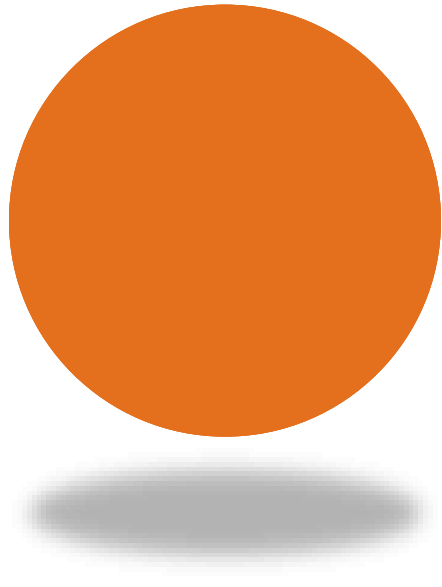# KS Mobility Solution

KS Mobility Solution Overview

- NIST compliant electronic data capture (online/offline)

- Location validation services

- GPS logging, mapping, route optimization

- Interactive calendaring and scheduling with real-time notifications

- Performance rating system

- Collaboration portal

- Preemptive / reactive safety alerts

- Data source integration

- Advanced data analytics / business intelligence reporting

State / Agency Benefits

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Mobile Case Management – Benefits

- Savings

- Governance, transparency, accountability

- Improved outcomes

- Heightened safety practices

- Real-time data access / reporting

- Enhanced data security

- Enterprise-wide flexibility

- Flexible funding options (vendor/service provider funded)

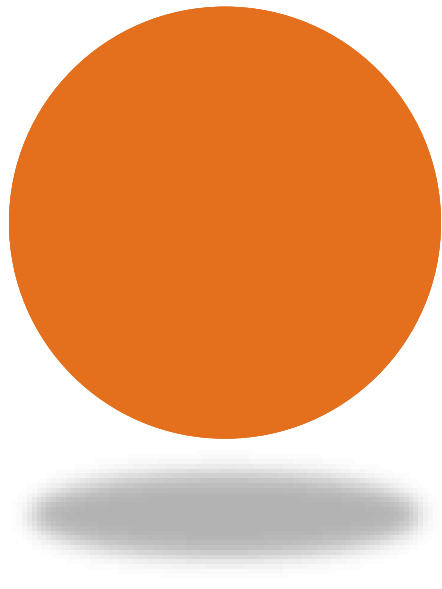- Established procurement vehicle (NASPO SaaS Cloud RFP award)

Who benefits?

Sample WI Agencies

- Department of Children & Family

- Department of Health Services

- Department of Agriculture, Trade & Consumer Protection

- Department of Natural Resources

- Department of Revenue

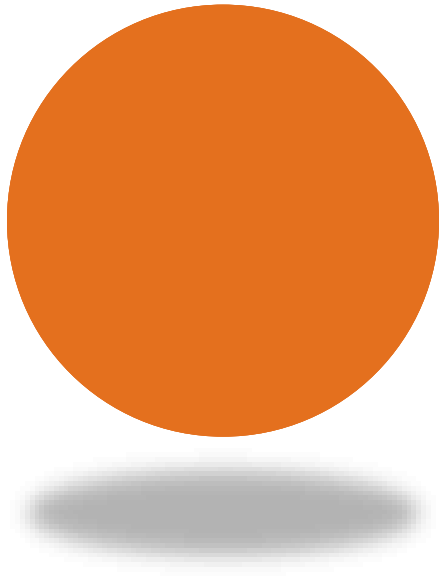- Department of Safety and Professional Services

End Users

- Caseworkers

- Social Workers

- Investigators

- Inspectors

- Therapists

- Nurses

- Home Health Aides

- Auditors

Q & A

knowledge services

THANK YOU

knowledge services